

CCTO Quick Guide

Verifying NCCOVID → CCTO Case Flow & Notifications



Most cases entered into NC COVID with required fields completed will flow automatically into CCTO, and most of these cases will receive automatic digital notification (see [this document for more information](#)). *The processes below show how you can view these cases and verify that they were sent notifications.*

Verifying if Cases Have Flowed from NC COVID into CCTO

NCCOVID: Using Reports to Review Cases Not Sent to CCTO

In the administrative package in NC COVID, you will see a value in “Date Reported to CCTO” if the event flowed to CCTO.

CDC Event Date next send if recomputed ⓘ	
Date Reported to CCTO	12/22/2020

You can also review which cases did and did not flow within NC COVID by using the **All Models Identified and Deidentified Line List Reports**, which contain this variable.

Maven Reporting

Category: Active Surveillance ▼

Select Report: All Models Deidentified Cases and Contacts Line List by Diagnosis Date ▼

Description: This report provides a line list of all cases and contacts that meet the selected parameters. Includes demographic information, reporting county, symptom onset (if applicable) and investigation dates, and clinical outcome. No identifying information. Date

Reviewing Cases Who Have Flowed into CCTO

CCTO: Using System Views for Case Patients

The system views for **All Cases**, **All Cases Imported from NC COVID**, **My Team's Active Cases**, and **All Contacts and Cases** will allow you to view case patients in CCTO. The view for **All Cases Imported from NC COVID** will display all cases who have entered CCTO via the NC COVID flow.

Cases who flow from NC COVID are assigned to Owner Teams based on county. To find cases owned by your county's Owner Team, filter on the **Owner** column by your county name.

All Cases Imported from NC COVID ▾

✓	NC COVID ID ▾	NC-COVID ID ▾	C# ▾	Diagnosis ▾	Preferred ▾	Owner ▾
	COVID_10...	105483850	C-000005...	12/22/2020	Phone Call	Buncombe
	COVID_10...	105483753	C-000005...	12/20/2020	Phone Call	Buncombe
	COVID_10...	105475523	C-000005...	12/19/2020	Phone Call	Buncombe
	COVID_10...	105475512	C-000005...	12/19/2020	Phone Call	Buncombe



CCTO: Reviewing a Case's Profile to Confirm Notification Status

- You can review if a text notification succeeded in the **Text Notification Status** field on contact profiles, which describes the status of the text as of the timestamp in **Status Date**:

- **Delivered:** Text successfully delivered.
- **Sent:** Text sent but delivery unknown as of timestamp.*
- **Queued:** Text not yet sent as of timestamp.*
- **Undelivered:** Text unsuccessful, likely due to the number being a landline.
- **Blank:** No text created.

You can also see the **Text Notification Status** field as a column in each of the case patient views described on the first page.

- On the **All Activities Page**, you can also check that the system created email and/or text notifications. If these are shown, then the system has attempted notifications to the case's email and/or primary phone. *It is not yet possible to verify an email was successfully delivered.*

- If no notifications were created, check that the case has a **Primary Phone** and/or **Email**. The system attempts both methods if they are available. If you enter new info in these fields, you should turn **Send Notification** off, save, turn it on, and save again to send the new notification(s).

Notification

Send Notification ☒ Yes

Text Notification Status delivered

Status Date 1/3/2021 12:53 PM

All Cases Imported from NC COVID ▾

✓ NC COVID ID ▾	NC-COVID ... ▾	CP ▾	Diagnosis ... ▾	Preferred ... ▾	Owner ▾	Create... ▾	System Firs... ▾	Text Notific... ▾
COVID_105483851	105483851	C-000005...	12/23/2020	Phone Call	Burke	12/23/202...	12/23/202...	delivered
COVID_105483850	105483850	C-000005...	12/23/2020	Phone Call	Buncombe	12/23/202...	12/23/202...	sent
COVID_105483849	105483849	C-000005...	12/23/2020	Phone Call	Brunswick	12/23/202...	12/23/202...	queued
COVID_105483848	105483848	C-000005...	12/23/2020	Phone Call	Bladen	12/23/202...	12/23/202...	queued
COVID_105483847	105483847	C-000005...	12/23/2020	Phone Call	Albemarle Regi	12/23/202...	12/23/202...	delivered

***Text Notification Status** only updates one time; therefore, texts labeled as "Sent" or "Queued" were not yet delivered at the time shown in **Status Date** but still may have been delivered later.

ARIAS Contact Assessments **All Activities** Recent Monitoring History System Information Rel

✓ Subject ▾	Regarding ▾	Activity Type ▾	Activity Status ▾
Text Message Activity - English	Jack Skellington	Text Message	Completed
Public Health Notification - Results	Jack Skellington	Email	Completed

Primary Phone (will be used for text messages) 1-777-555-4321

Phone #2 ---

Phone #3 ---

Email testingforarias@gmail.com

Preferred Method of Contact Email